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PATENTS 2/20/01  
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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: ALEKSANDER SZLAM,  
JAMES W. CROOKS, JR., AND DEAN H. HARRIS

Serial No. 09/437,414

Filed: November 10, 1999

For: METHOD AND APPARATUS FOR DYNAMIC AND  
INTERDEPENDENT PROCESSING OF INBOUND  
CALLS AND OUTBOUND CALLS

Art Unit: 2742

Prior Application Examiner:  
Huyen Le

PRELIMINARY AMENDMENT  
CHANGE OF CORRESPONDENCE ADDRESS

Commissioner of Patents & Trademarks  
Washington, D.C. 20231

Sir:

Prior to first examination of the subject patent application, please amend the priority claim, the title, and the claims as shown below.

**Priority Claim:**

This is a continuation of US Patent Re. 36,416, filed as application no. 08/449,887 on May 25, 1995, which is a reissue of US Patent No. 5,214,688, filed as application no. 07/533,489 on filed June 5, 1990.

**In The Title:**

Please change the title to: --Dynamic And Interdependent Processing Of Inbound And Outbound Communications--.

**In The Claims:**

Please cancel claims 1-92, and add new claims 93 - 101 as shown below.

Place after line 1 of the spec.  
AH  
3/22/02